



# National Finance Center Customer Notification

**Date of Notification:** July 26, 2011

**Subject:** NFC Federal Employees' Group Life Insurance (FEGLI) Issues

**Database/Customer(s) Affected:** All

**Dear Customer:**

The National Finance Center (NFC) is currently experiencing issues with the Federal Employees Group Life Insurance (FEGLI) program deductions. The issue involved under deductions for a small number of individuals who had a change in the life insurance age bracket between Pay Periods 1 and 9. In Pay Period 10 processing of the Bi-Weekly Examination and Analytical Reporting (BEAR) system, a program modification correcting the generation of the FEGLI age bracket was implemented. As a result, this caused a number of changes in FEGLI age bracket Personnel Action Requests (PARs) to be generated from BEAR for processing in Pay Period 11. These PARs corrected the FEGLI age bracket for employees who should have been changed prior to PP10. However, this did not calculate the under deductions prior to that time. We are in the process of identifying the number of employees affected and the amount of under deductions for each employee. Currently, no action is required on the part of the customers.

Agencies will be advised as additional information becomes available.

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at [Customer.Support@nfc.usda.gov](mailto:Customer.Support@nfc.usda.gov).

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### **"Tip of the Week"**

The Payroll/Personnel Call Center (800-981-3026) is available to assist agency Human Resources Offices from 8:00 A.M. – 4:00 P.M. (CST), Monday – Friday. If employees have any questions regarding their payroll, they should contact their agency Human Resources office.